



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

AT&T Communications of Illinois, Inc.
for Filing Period 10/1/2007 to 12/31/2007
Tracking Number 1948

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	5.70	5.30	5.80	5.60
B. Operator Answer Time - Information Section 730.510(a)(1)	4.69	4.07	4.57	4.44
C. Repair Office Answer Time Section 730.510(b)(1)	18.00	92.00 *	14.00	41.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	4.00	8.00	8.00	6.67
E. Percent of Service Installations Section 730.540(a)	100.00 %	97.72 %	100.00 %	99.24 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	81.31% *	80.65% *	84.34% *	82.10% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.29	0.17	0.18	0.21
H. Percent Repeat Trouble Reports Section 730.545(c)	6.09 %	4.58 %	7.09 %	5.92 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	1	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$46.78	\$36.57	\$66.00	\$149.35
B. Number of credits issued for repairs - 24-48 hours	4	2	0	6
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	1	2	3
F. Number of credits issued for repairs > 120 hours	1	0	1	2
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

P730C&D represent Lg bus; Nat Sm bus result=Oct 23&62;Nov 14&70;Dec 21&66 & Res=Oct 125&110;Nov 80&97;Dec 111&105;Item F primarily UNE
-P/L lines w/results due to weather;Item I results not avail. for bus; Item J results not available for res